

**CLASSIFICATION:** COUNTER CLERK II

**Class Code:** 2301-09

**Date Established:** 04-03-59

**Occupational Code:** 1-2-2

**Date of Last Revision:** 12-23-14

**Exempt Status:** Non-Exempt

**BASIC PURPOSE:** To perform counter work involving the collection of fees and issuance of state licenses, registrations or criminal records.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

- Receives applications for a variety of licenses, registrations, and/or criminal records, and determines the amount to be charged from charts or manuals.
- Checks registration applications to ensure that correct information appears on the application.
- Operates electronic terminal register to record sales; makes change as necessary.
- Consults the agency policies and state laws as necessary to answer routine questions from the public, directing the more difficult problems to superiors.
- Answers telephone inquiries on regulations and sends out requested information.
- Types office correspondence and updates files as required.

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**DISTINGUISHING FACTORS:**

**Skill:** Requires skill in applying instructions to accomplish different job functions OR in operating machines for a variety of different purposes.

**Knowledge:** Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

**Impact:** Requires responsibility for contributing to agency objectives by ensuring the accuracy of support activities within one or more organizational units. Errors at this level affect the work of others or have measurable monetary consequences, and require verification and correction in order to complete succeeding work operations.

**Supervision:** Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

**Working Conditions:** Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

**Physical Demands:** Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

**Communication:** Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

**Complexity:** Requires a combination of job functions using minimal judgment to perform a variety of job tasks according to clearly prescribed standard practices and procedures.

**Independent Action:** Requires making a limited number of choices in selecting among alternative courses of action under supervisory guidance and in performing job functions according to a variety of prescribed policies or procedures.

**MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or G.E.D. equivalent. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** One year's experience in a position involving public contact work.

**License/Certification:** None required.

**RECOMMENDED WORK TRAITS:** Knowledge of motor vehicle rules and regulations as they apply to the registration and licensing procedures. Ability to perform arithmetical computations with speed and accuracy. Ability to make change rapidly. Ability to communicate with the public in a courteous manner. Ability to work while standing for long periods of time. Ability to establish and maintain harmonious relationships with other employees and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

**DISCLAIMER STATEMENT:** This class specification is descriptive of general duties and is not intended to list every specific function of this class title.